

441—172.14(234) Monitoring of service delivery.

172.14(1) *Case management.* During the time a child and the child's family are approved to receive safety plan services, the department worker shall be responsible for providing case management. The department worker shall maintain contact with the family and the family's provider to ensure that factors that present risks to the safety and well-being of children in the family are being adequately addressed.

172.14(2) *Provider progress reports.* A provider of safety plan services shall submit client reports in accordance with the requirements concerning format, content, and frequency that are specified in the provider's contract with the department.

172.14(3) *Outcome measures.* The department shall establish outcome-based performance measures for safety plan services. These performance measures shall:

- a.* Be specified in each provider's contract with the department; and
- b.* Be aligned with the measures defined by the federal government as part of the child and family services review process.